Survey Says…

The 2010 Centennial Citizen Survey provided residents the opportunity to rate the quality of life in the City, as well as the service delivery and overall workings of local government. The survey also permitted residents to provide feedback to the City on what is working well and what is not.

In the Citizen Survey, when asked which method of enforcing City codes best reflected their opinion, the majority of respondents (58%) felt that the City should enforce codes through a combined approach of actively seeking to identify violations and responding to complaints.

Citizen's rating of code enforcement in the City
Excellent: 8%
Good: 38%
Fair: 33%
Poor: 22%

Citizen's rating of the overall appearance of Centennial:
Excellent: 11%
Good: 64%
Fair: 22%
Poor: 2%

Budget:
2012: $395,000
2011: $477,653
2010: $450,449

FTE: 4.00

Centennial's Vision:

The City of Centennial is dedicated to providing a high quality of life, delivering superior customer service, and achieving the highest professional standards. We strive to uphold our mission by adhering to our organizational values.

Code Compliance Mission:

The Code Compliance Division promotes a desirable living and working environment through the enforcement of codes to protect property values and quality of life. In a proactive manner, the Code Compliance Division seeks to partner with residents, neighborhood organizations, businesses, public agencies and other City departments to enhance the understanding of local regulations and, in doing so, foster civic pride.

Code Compliance Strategic Goals
(OVOV Centennial 2030 Alignment)

Enforce Regulations - Code Compliance will seek to resolve violations through voluntary compliance. In the absence of cooperation, Code Compliance will pursue other remedies to achieve compliance. (EH 7)

Education - Code Compliance will seek to explain the purpose of regulations to foster community support and help identify solutions in an effort to assist individuals with voluntary compliance. (CQL 6.1; CQL 6.4)

Enhance Regulations - Code Compliance will seek to proactively identify regulatory enhancements to address local issues and to recommend tailored solutions that fit the expectations of the community. (CS 5.3; CQL 4)

Efficient and Effective Service - Code Compliance will maintain an accountable, transparent, responsive, and fiscally responsible division by tracking and meeting performance measurements and improving business processes. (CS 3, 3.2; EH 1, 1.2, 3.2; Env. 2)

Customer Service - Code Compliance will interact with all customers in a respectful, responsive, accountable and trustworthy manner to achieve customer satisfaction. (CS 3, 3.6; CQL 6.5)

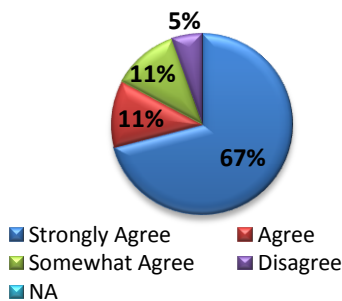Tamra Gregory, Code Compliance Manager - 303.325.8041

Performance Outcome Measures

Performance outcomes are measures that indicate how well the department/division's objectives were accomplished. Outcome measures indicate the quality of effectiveness of a service and are usually associated with a goal for each measure.

January 2012 survey email addresses were provided by the previous code compliance service provider. CH2M Hill's, the new provider, survey email addresses will began to be reflected in February 2012.
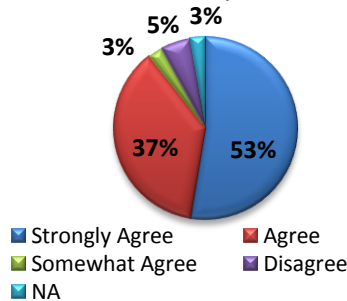
2010 Customer Survey Results: Was Staff Helpful/Knowledgeable?
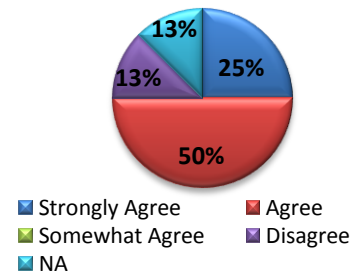
Received: 24   Response Rate: 27%

- 67% Strongly Agree
- 11% Agree
- 11% Somewhat Agree
- 5% Disagree

Legend: Strongly Agree, Agree, Somewhat Agree, Disagree, NA

2011 Customer Survey Results: Was Staff Helpful/Knowledgeable?

Received: 38   Response Rate: 26%

- 53% Strongly Agree
- 37% Agree
- 3% Somewhat Agree
- 5% Disagree
- 3% NA

Legend: Strongly Agree, Agree, Somewhat Agree, Disagree, NA

2012 YTD Customer Survey Results: Was Staff Helpful/Knowledgeable?

Received: 8   Response Rate: 14%

- 25% Strongly Agree
- 50% Agree
- 13% Disagree
- 13% NA

Legend: Strongly Agree, Agree, Somewhat Agree, Disagree, NA

2010 Customer Survey Results: Did Centennial's Staff Provide Timely Service?

Received: 24   Response Rate: 27%

- 67% Strongly Agree
- 16% Agree
- 7% Somewhat Agree
- 11% Disagree

Legend: Strongly Agree, Agree, Somewhat Agree, Disagree
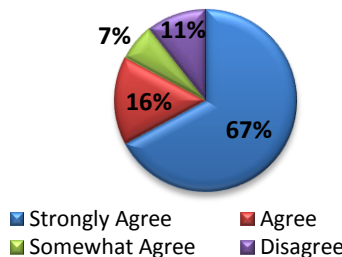
2011 Customer Survey Results: Did Centennial's Staff Provide Timely Service?

Received: 38   Response Rate: 26%

- 60% Strongly Agree
- 33% Agree
- 2% Somewhat Agree
- 5% Disagree

Legend: Strongly Agree, Agree, Somewhat Agree, Disagree
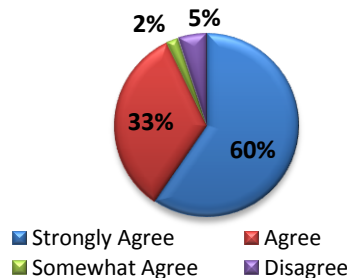
2012 YTD Customer Survey Results: Did Centennial's Staff Provide Timely Service?

Received: 8   Response Rate: 14%

- 25% Strongly Agree
- 25% Agree
- 38% Somewhat Agree
- 13% Disagree

Legend: Strongly Agree, Agree, Somewhat Agree, Disagree
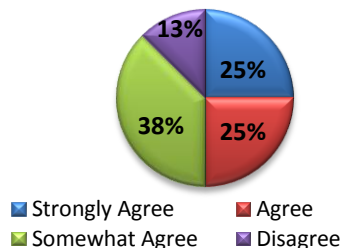
2010 Customer Survey Results: Did Centennial's Staff Treat You With Respect?

Received: 24   Response Rate: 27%

- 96% Yes
- 4% No

Legend: Yes, No
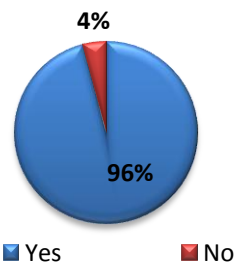
2011 Customer Survey Results: Did Centennial's Staff Treat You With Respect?

Received: 36   Response Rate: 24%

- 94% Yes
- 6% No

Legend: Yes, No
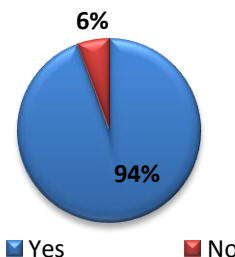
### 2012 YTD Customer Survey Results: Did Centennial's Staff Treat You With Respect?

Received: 8   Response Rate: 14%

- 100% Yes

Legend: Yes, No

Service Level Measures

Service Level Measures may be thought of as efficiency measures. A measure of the resources required to produce a certain outcome; these may or may not be associated with a goal or target.

Average Number of Business Days to Respond to Inquiry
Target: 1 Day
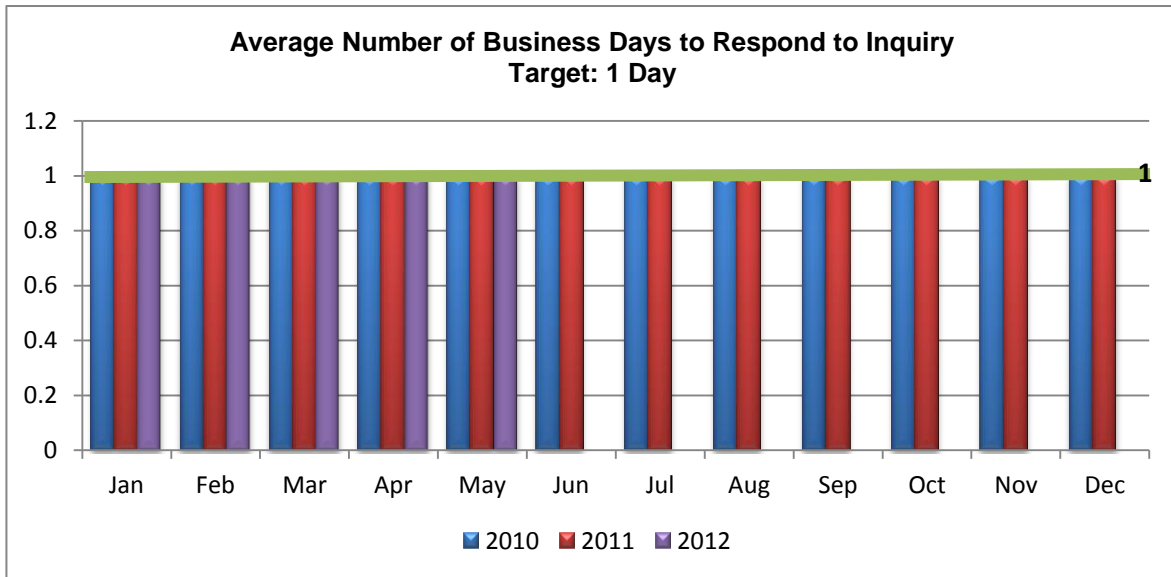
Notes: In May 2012, the Code Compliance Division responded to 314 inquiries. Each inquiry was responded to in an average of one business day.

Month	2010	2011	2012
January	21	14	13.5
February	21	22	11
March	21	21	9.9
April	16	20	12.3
May	15	20	14.3
June	16	18	-
July	14	19	-
August	14	17	-
September	16	16	-
October	14	21	-
November	14	20	-
December	12	20	-

Average Number of Calendar Days Cases are Open
Target: 16 Days
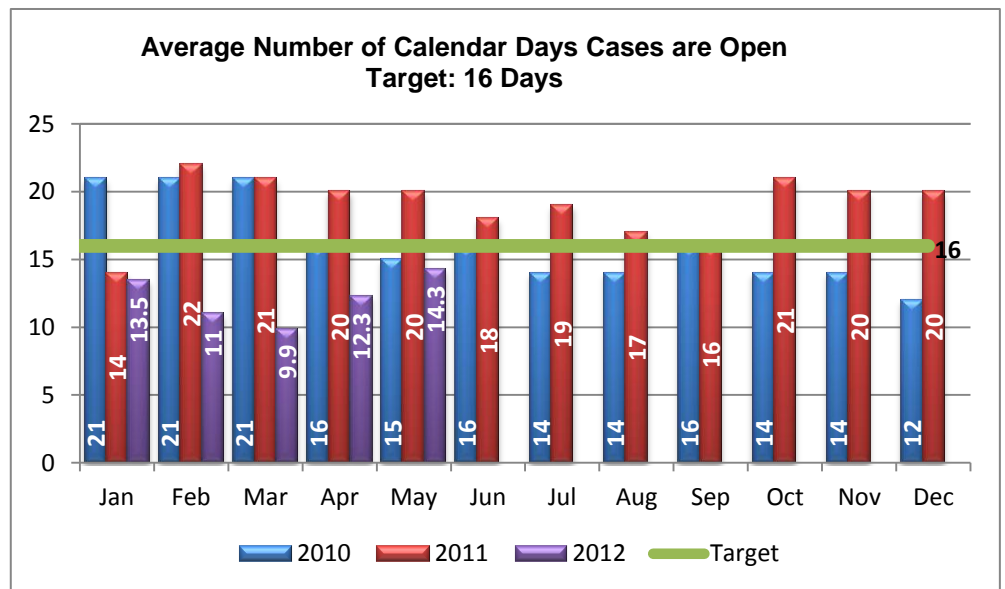
Note: Cases were open an average of 14.3 days in May 2012 to compared to 20 days in May 2011.

Output Measures

Performance Output Measures indicate the amount of service provided.

Average Number of Days Until Initial Inspection
Target: 3

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2010	1	1	1	2	2	2	2	2	2	2	1	1
2011	1	1	1	1	1	2	2	2	1	1	1	1
2012	2	2	2	2	2							

■ 2010 ■ 2011 ■ 2012

Total Number of Inquiries
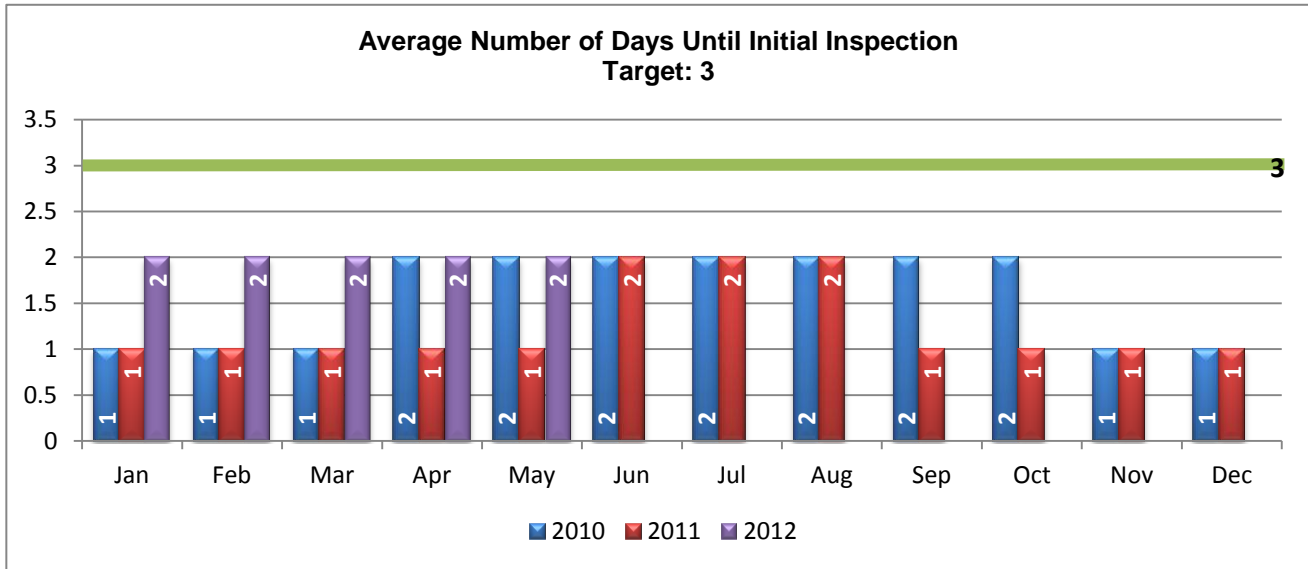
	2010	2011	2012
January	283	336	226
February	280	314	234
March	417	416	285
April	473	553	297
May	483	609	318
June	688	622	-
July	605	646	-
August	646	701	-
September	611	604	-
October	440	587	-
November	388	347	-
December	310	166	-

■ 2010 ■ 2011 ■ 2012
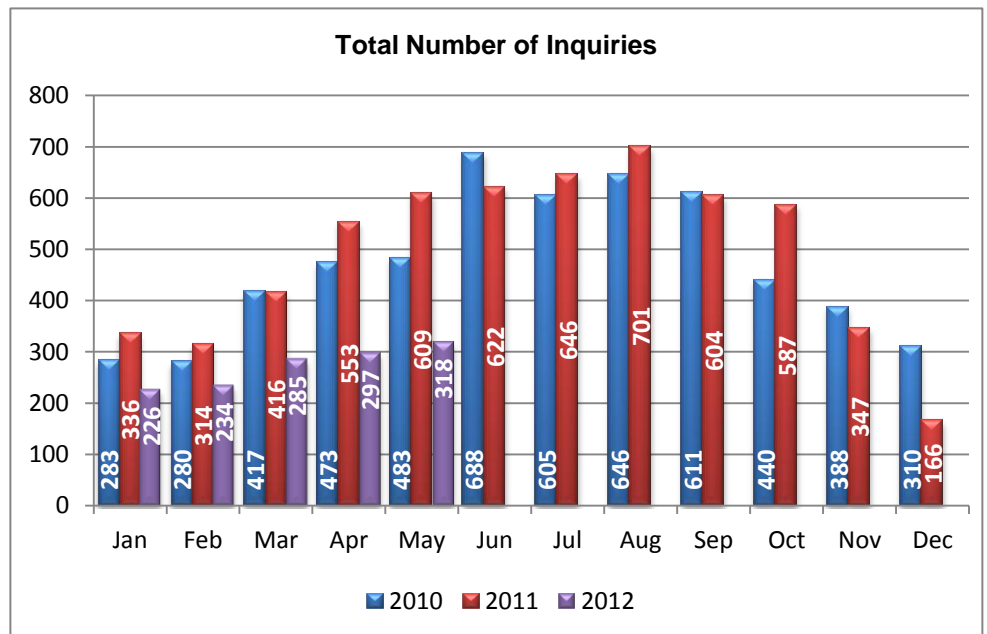
Notes: In 2012 the number of inquiries is defined as all inquires to the call center as well as all phone calls and electronic mail to and from code compliance staff.

Opened Cases by Initiation Type
2010-2012
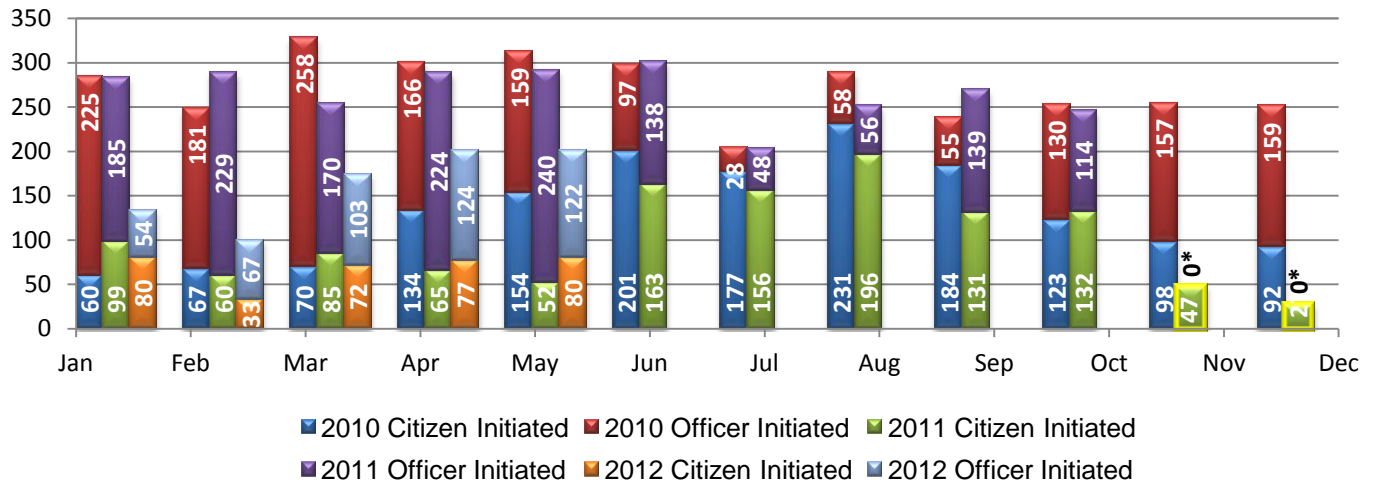
Chart legend:
- 2010 Citizen Initiated
- 2010 Officer Initiated
- 2011 Citizen Initiated
- 2011 Officer Initiated
- 2012 Citizen Initiated
- 2012 Officer Initiated

*Due to the Code Compliance Division's effort to facilitate a smooth conversion to a new contract provider beginning January 1, 2012, there were a reduced number of cases in November and December 2011.

| 2010 Open Cases by Initiation Type	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Citizen Initiated	60	67	70	134	154	201	177	231	184	123	98	92
Officer Initiated	225	181	258	166	159	97	28	58	55	130	157	159
Total	**285**	**248**	**328**	**300**	**313**	**298**	**205**	**289**	**239**	**253**	**255**	**251**

2011 Open Cases by Initiation Type	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Citizen Initiated	99	60	85	65	52	163	156	196	131	132	47	27
Officer Initiated	185	229	170	224	240	138	48	56	139	114	0	0
Total	**284**	**289**	**255**	**289**	**292**	**301**	**204**	**252**	**270**	**246**	**47**	**27**

2012 Open Cases by Initiation Type	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Citizen Initiated	80	33	72	77	80	0	0	0	0	0	0	0
Officer Initiated	54	67	103	124	122	0	0	0	0	0	0	0
Total	**134**	**100**	**175**	**201**	**202**	**0**	**0**	**0**	**0**	**0**	**0**	**0**

	2010	2011	2012
January	452	488	229
February	588	476	264
March	618	592	343
April	613	547	385
May	639	599	489
June	646	621	-
July	409	347	-
August	575	478	-
September	446	551	-
October	451	497	-
November	576	204	-
December	590	164	-
Total	**6,603**	**5,564**	**1,710**
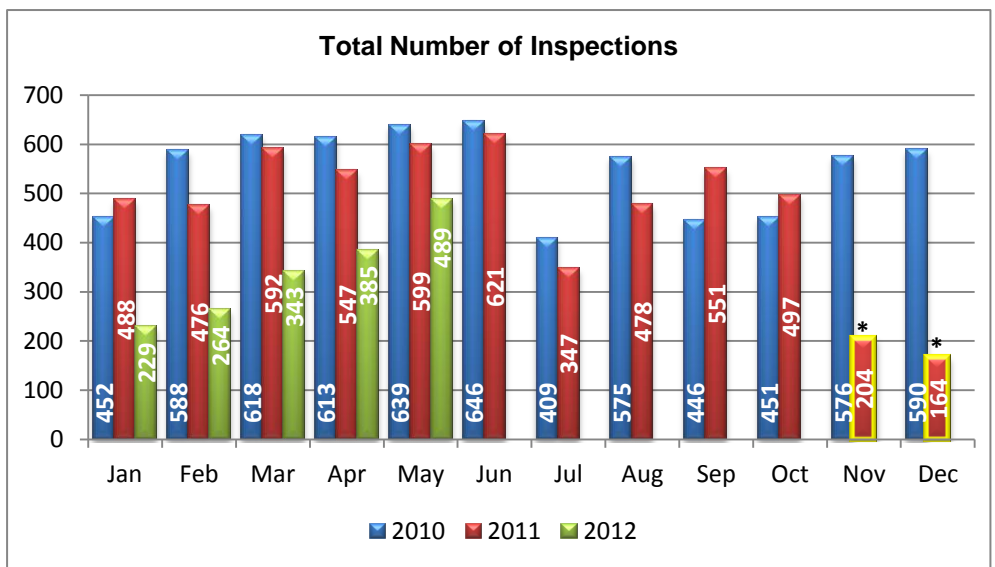
Total Number of Inspections

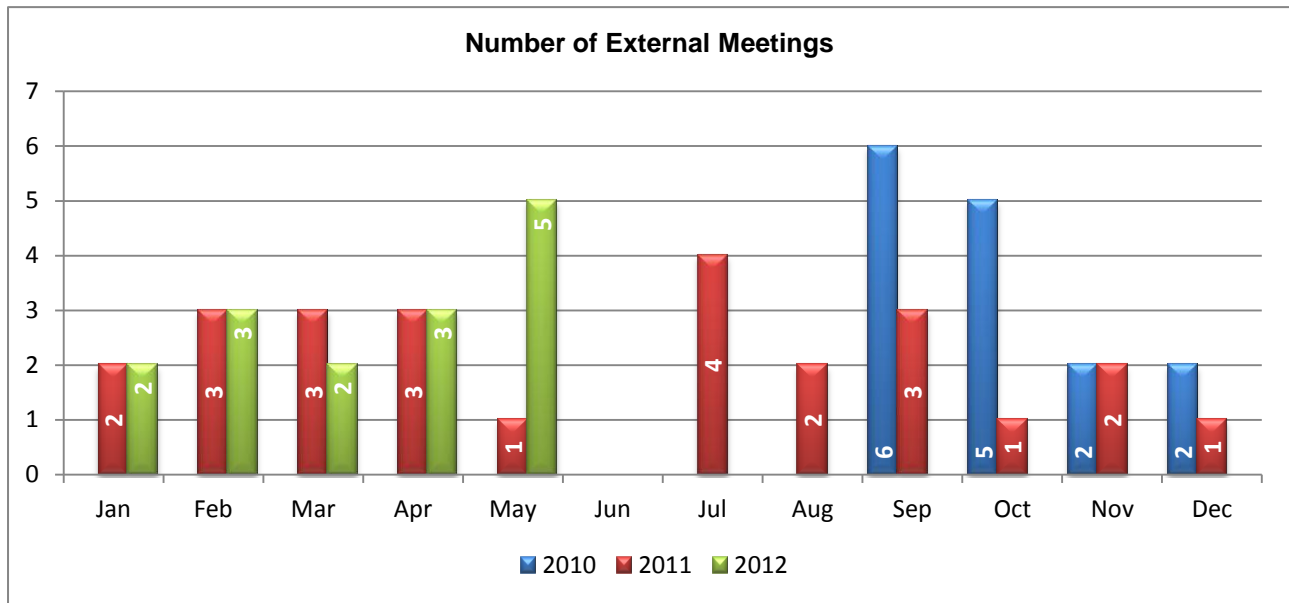*Due to the Code Compliance Division's effort to facilitate a smooth conversion to a new contract provider beginning January 1, 2012, there were a reduced number of inspections in November and December 2011.

	2010	2011	2012
January	0	7	4
February	0	4	1
March	27	3	0
April	50	13	18
May	29	4	20
June	16	0	-
July	0	95	-
August	16	11	-
September	6	12	-
October	12	9	-
November	8	13	-
December	6.5	80	-
Total	**170.5**	**251**	**43**

Estimated Number of Staff Hours Managing Special Projects
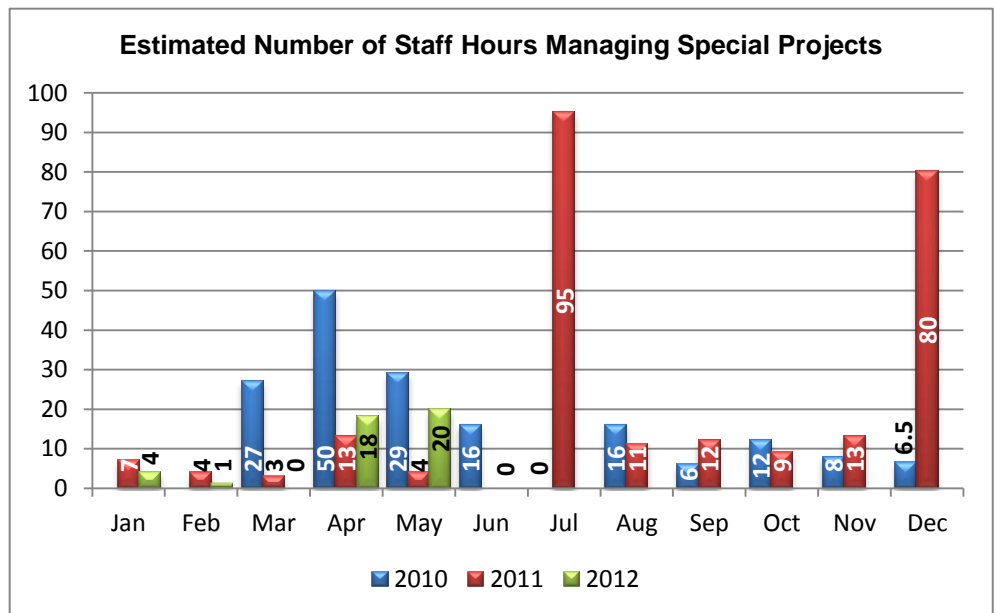
In preparation for live mobility, officers spent 20 hours testing in the field.

Number of External Meetings

External meetings with Tri-County Health, CenCON, Animal Services, and a community meeting.

Total Number of Cases Closed

	2010	2011	2012
January	187	198	82
February	283	195	112
March	472	332	148
April	303	234	157
May	322	313	222
June	317	322	-
July	213	190	-
August	290	227	-
September	224	257	-
October	205	300	-
November	272	140	-
December	289	120	-
Total	**3,377**	**2,828**	**721**

*Due to the Code Compliance Division's effort to facilitate a smooth conversion to a new contract provider beginning January 1, 2012, there was a reduction in the number of cases closed in November and December 2011.
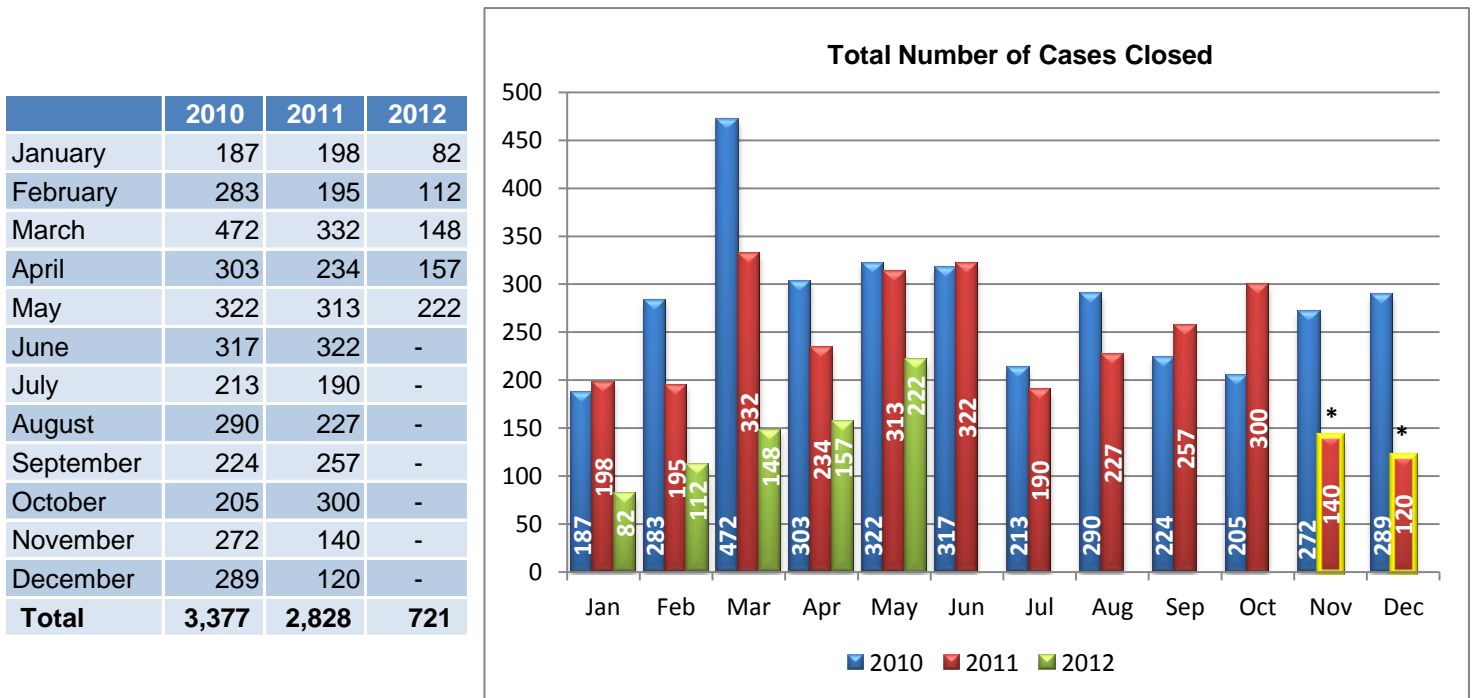
	2010	2011	2012
January	27	46	31
February	1	29	14
March	24	35	30
April	55	37	26
May	5	23	20
June	61	57	-
July	49	56	-
August	60	78	-
September	79	59	-
October	38	57	-
November	33	20	-
December	37	15	-
Total	**469**	**512**	**121**
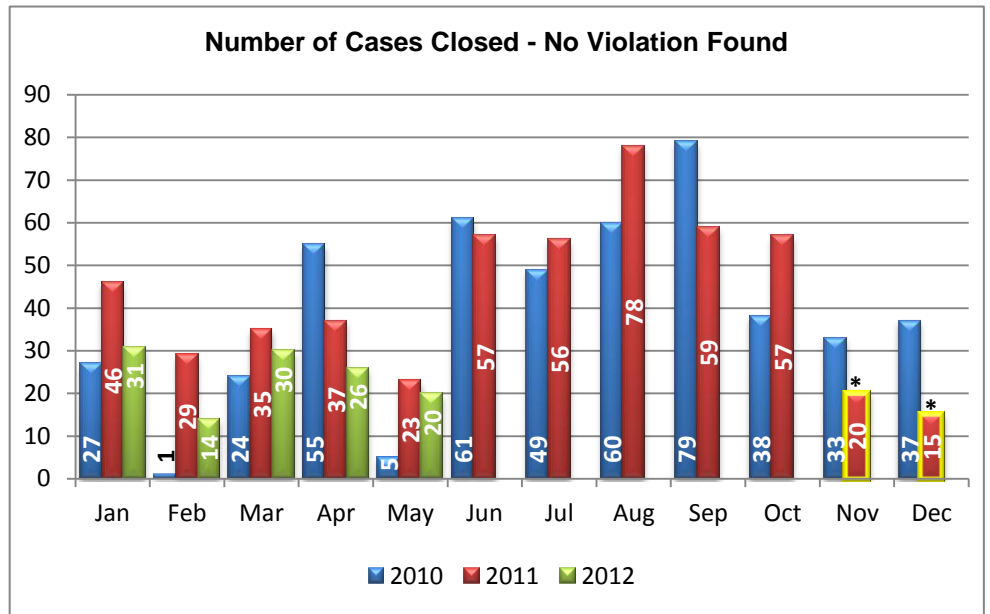
Number of Cases Closed - No Violation Found
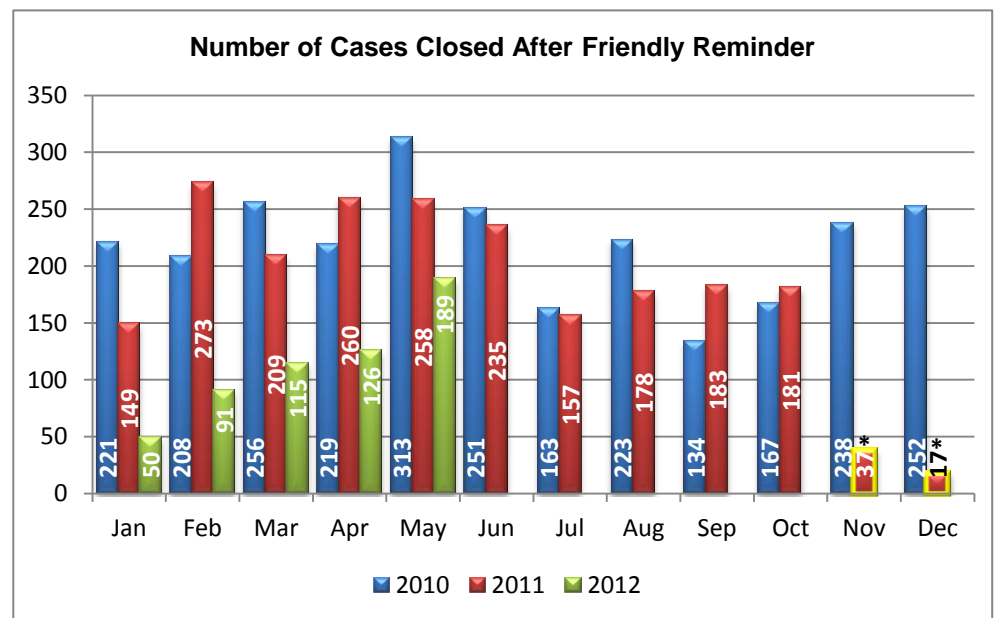

Legend: 2010, 2011, 2012

*Due to the Code Compliance Division's effort to facilitate a smooth conversion to a new contract provider beginning January 1, 2012, there was a reduction in the number of cases closed in November and December 2011.

	2010	2011	2012
January	221	149	50
February	208	273	91
March	256	209	115
April	219	260	126
May	313	258	189
June	251	235	-
July	163	157	-
August	223	178	-
September	134	183	-
October	167	181	-
November	238	37	-
December	252	17	-
Total	**2,645**	**2,137**	**571**

Number of Cases Closed After Friendly Reminder

Legend: 2010, 2011, 2012

Notes: If a Compliance Officer finds a code violation they will usually send out a friendly reminder. A friendly reminder includes a letter to the property owner/occupant and contact by a Code Compliance Officer.
*Due to the Code Compliance Division's effort to facilitate a smooth conversion to a new contract provider beginning January 1, 2012, there was a reduction in the number of cases closed in November and December 2011.
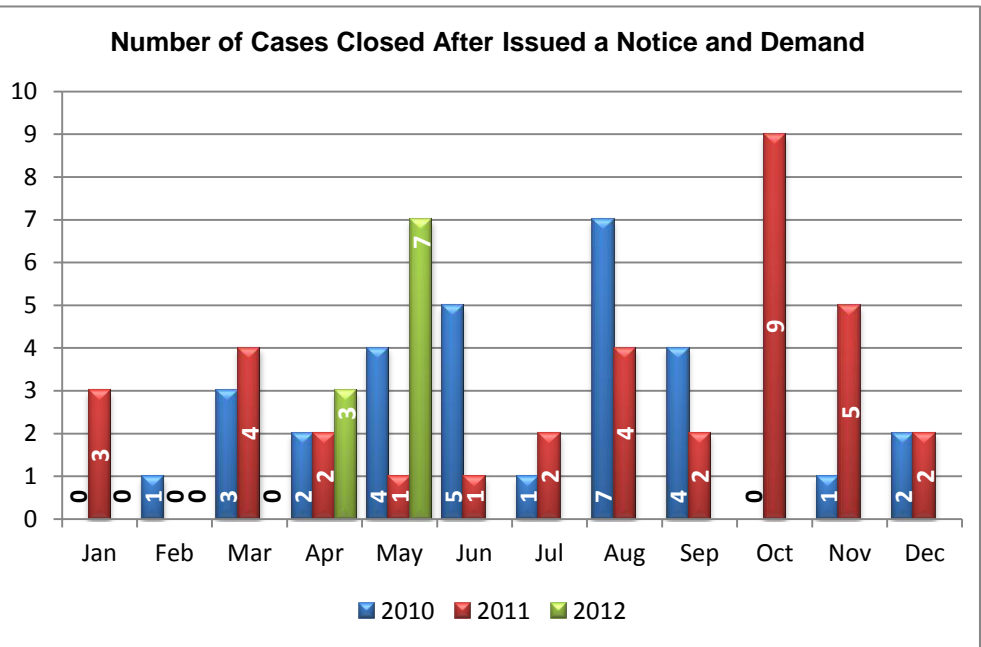
Number of Cases Closed After Issued a Notice and Demand

	2010	2011	2012
January	0	3	0
February	1	0	0
March	3	4	0
April	2	2	3
May	4	1	7
June	5	1	-
July	1	2	-
August	7	4	-
September	4	2	-
October	0	9	-
November	1	5	-
December	2	2	-
Total	**30**	**35**	**0**

Number of Cases Closed After Issued a Notice and Demand

Notes: *March number was changed from three to zero (Per KPM personnel)
 If a property has a code violation for more than seven days after a friendly reminder, the officer may send out a Notice and Demand to the owner. If after an additional inspection the property is still not in compliance, the City may issue a summons to court. For failure to correct the violation(s), a resident or business may be subject to fines of up to $1,000 per day per violation.

Number of Initial Inspections

	2010	2011	2012
January	285	283	134
February	248	284	100
March	328	255	173
April	300	288	199
May	313	285	201
June	298	303	-
July	205	205	-
August	289	252	-
September	239	264	-
October	253	243	-
November	255	53	-
December	251	134	-
Total	**3,264**	**2,849**	**807**

Number of Initial Inspections
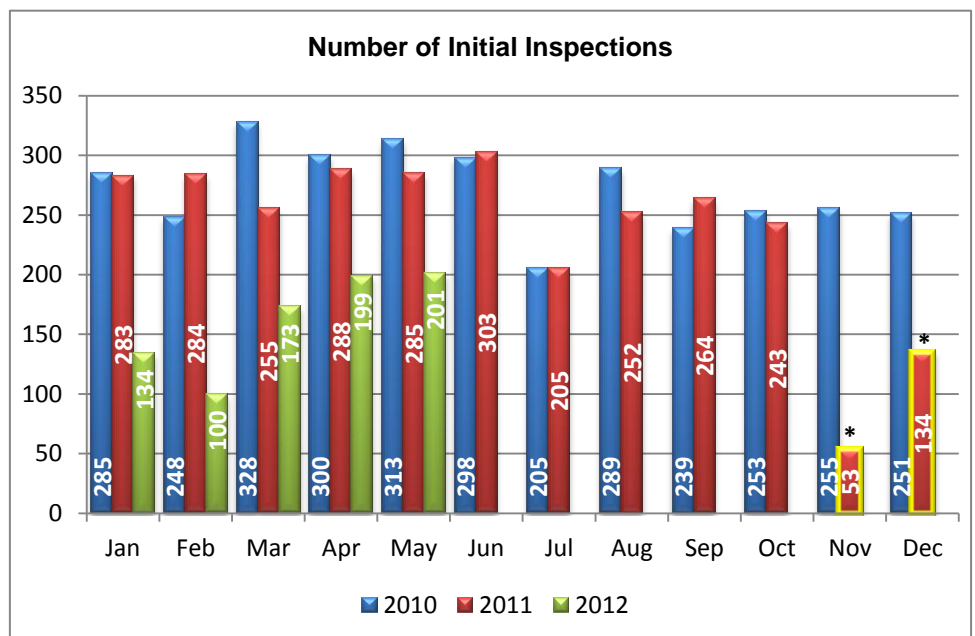
Notes: During the month of May 2012 one case were received on 5/30/2012 and the initial inpsection was preformed on 6/1/12. Therefore the initail inspection will be accounted for in the June report.
*Due to the Code Compliance Division's effort to facilitate a smooth conversion to a new contract provider beginning January 1, 2012, there was a reduction in the number of inspections in November and December 2011.

Number of Follow-Up Inspections

	2010	2011	2012
January	167	205	94
February	340	192	164
March	290	337	170
April	313	259	186
May	326	314	288
June	348	318	-
July	204	142	-
August	286	226	-
September	207	287	-
October	198	254	-
November	321	151	-
December	339	30	-
Total	**3,339**	**2,715**	**902**

**Number of Follow-Up Inspections**
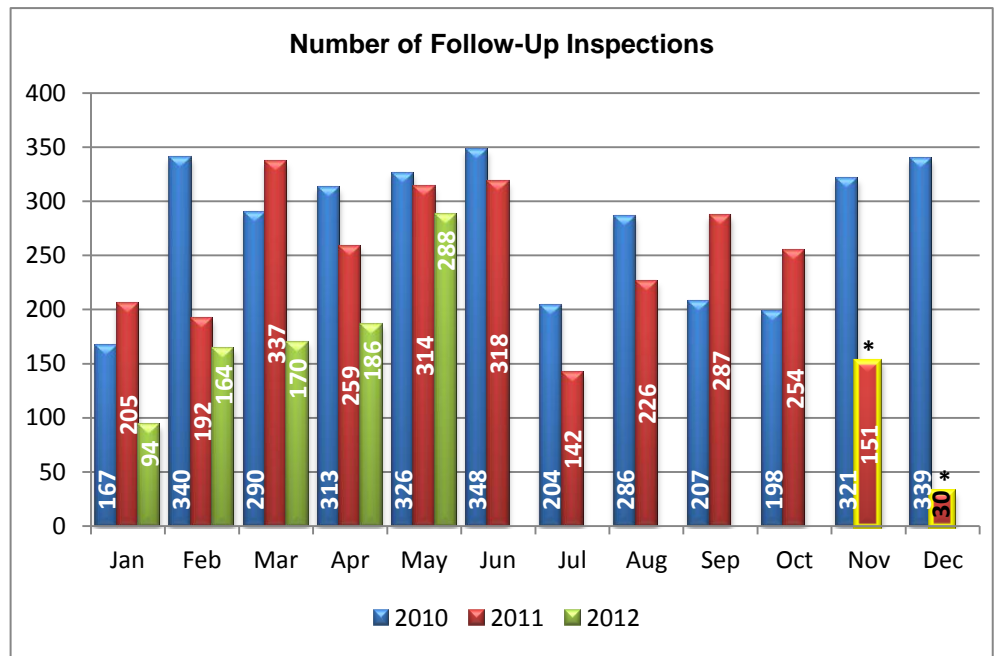
Notes: In 2011, the number of follow-up inspections by code compliance officers decreased 23.0% compared to 2010 inquiries.
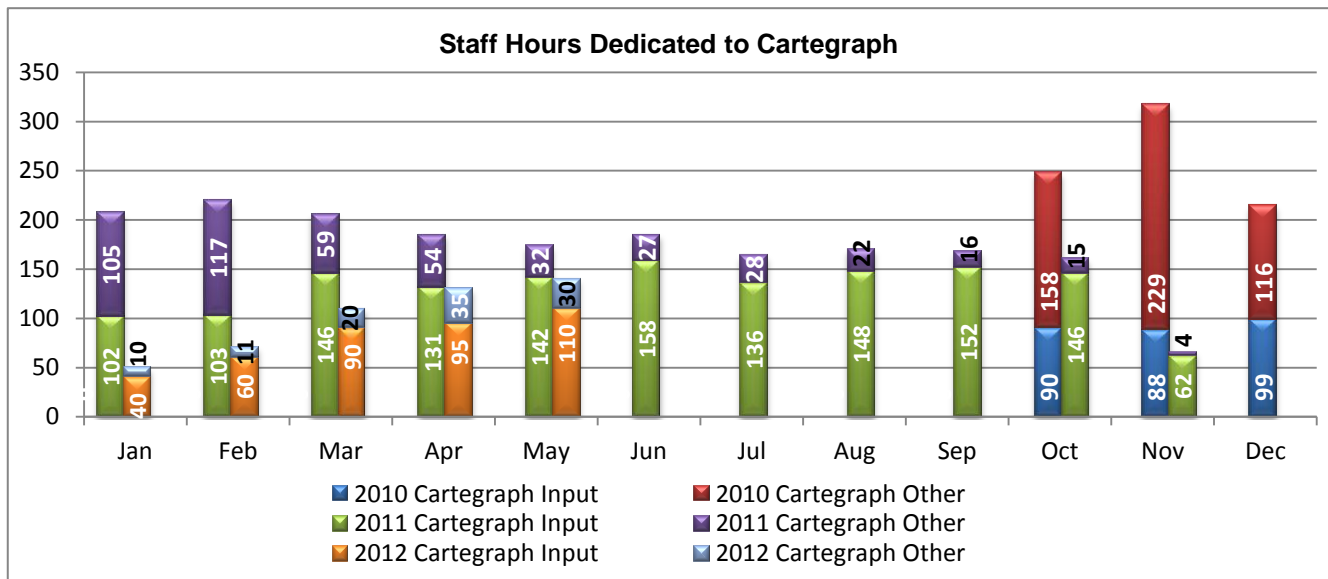
Follow-up inspections are necessary to update the status of the case.
*Due to the Code Compliance Division's effort to facilitate a smooth conversion to a new contract provider beginning January 1, 2012, there was a reduction in the number of cases closed in November and December 2011.

Number of Sign Violations

	2010	2011	2012
January	48	68	10
February	58	64	114
March	122	75	242
April	167	95	227
May	134	126	275
June	112	135	-
July	359	141	-
August	725	123	-
September	438	253	-
October	834	364	-
November	291	79	-
December	81	36	-
Total	**3,369**	**1,559**	**868**

Number of Sign Violations
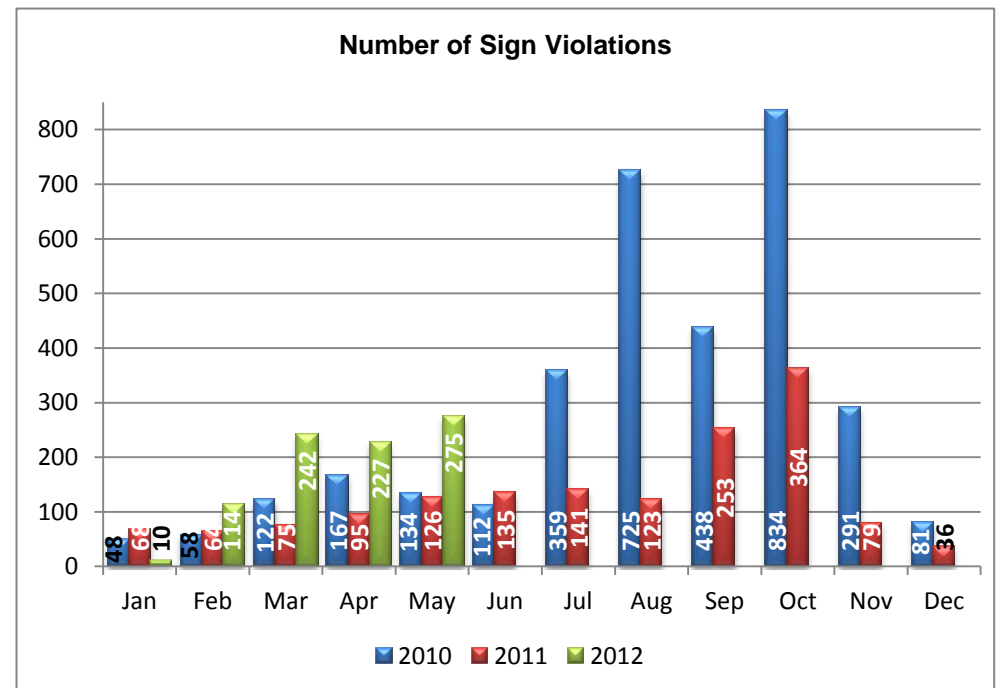
Notes: Political elections increase the number of right-of-way sign violations, as seen in September and October. The new Code Compliance contract requires an increase in hours spent on sign violations in the R-O-W. It is expected that the number of sign violations will increase.

Staff Hours Dedicated to Cartegraph

Legend:
- 2010 Cartegraph Input
- 2010 Cartegraph Other
- 2011 Cartegraph Input
- 2011 Cartegraph Other
- 2012 Cartegraph Input
- 2012 Cartegraph Other

Notes: *April 2012 data for Cartegraph Other includes mobility testing.
Total number of staff hours dedicated to Cartegraph is an average that includes Cartegraph training and case entry.

2010 Cartegraph Staff Hours	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Input	-	-	-	-	-	-	-	-	-	90	88	99
Other	-	-	-	-	-	-	-	-	-	158	229	116
Total	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**248**	**317**	**215**

2011 Cartegraph Staff Hours	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Input	102	103	146	131	142	158	136	148	152	146	62	0
Other	105	117	59	54	32	27	28	22	16	15	4	0
Total	**207**	**220**	**205**	**185**	**174**	**185**	**164**	**170**	**168**	**161**	**66**	**0**

2012 Cartegraph Staff Hours	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Input	40	60	90	95	110	-	-	-	-	-	-	-
Other	10	11	20	35	30	-	-	-	-	-	-	-
Total	**50**	**71**	**110**	**130**	**140**	**-**	**-**	**-**	**-**	**-**	**-**	**-**